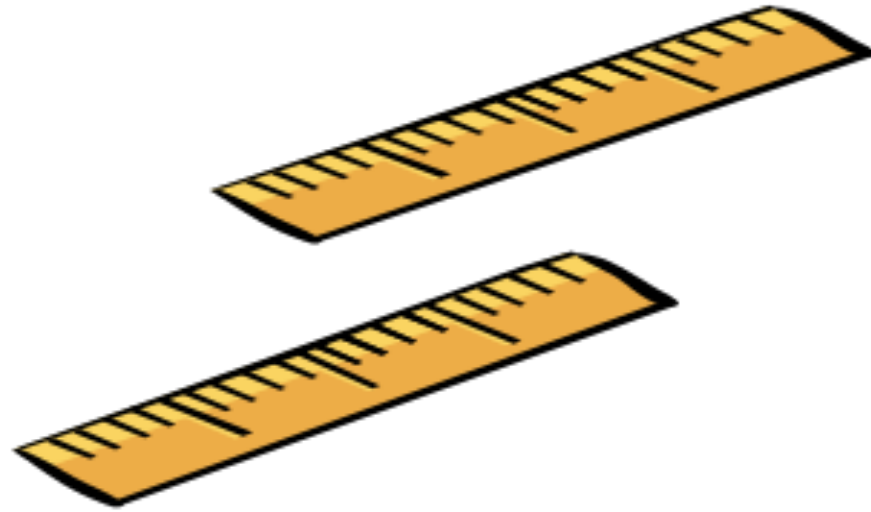


DTI's Performance Improvement



December 3, 2010
Bill Hickox



Agenda

- Performance
- Metrics
- Driving Change
- Improvement Results
- Governor's Initiative
- Next Steps



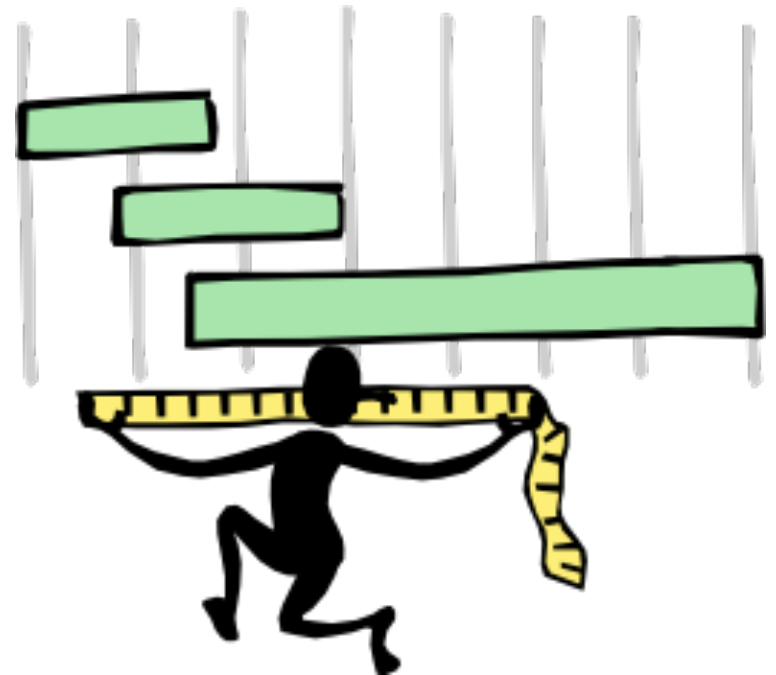
DTI Performance

- “Perception is Reality”
- Who’s perception is most important?
- How are we determining performance?
- How should we be determining performance?



Metrics

- What are we measuring?
- Is improvement tied to measures?
- Who are the measures important to?
- Examples:
 - Mainframe uptime
 - Projects completed on budget
 - Business Case process



Driving Change

- Customer Centric Metrics are essential!
- Use metrics as a tool for improvement
- Accountability for lack of improvement
- Staff buy-in
- Metrics:
 - Measurable
 - Easy to track
 - Timely
 - Repeatable
 - Insightful
 - Controllable



Improvement Results

- New and Improved Metrics:
 - Uptime per server
 - % downtime
 - Mainframe application availability
 - Initial Call Resolution
 - High Severity MTTR



Governor's Initiative

- High Performance Metrics
- Support goals of Economic Development, Improved Education, and Increased efficiency in government
- Development of additional metrics:
 - Reduce IT Costs
 - Virtualization
 - Leverage existing technologies
 - Increase EVS subscriptions
 - PO Review



Next Steps

- Continue to refine
- Monitor progress
- Reward improvement
- Communicate
- Link employees



Questions???

